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MISTER BAILEY

**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

MISTER BAILEY,  
  
Plaintiff,  
  
vs.

SWC ROXBURY, LLC; and DOES 1 to  
10,  
  
Defendants.

**Case No.:**

**COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR DENIAL  
OF CIVIL RIGHTS OF A DISABLED  
PERSON IN VIOLATIONS OF**

**1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;**

**2. CALIFORNIA’S UNRUH CIVIL  
RIGHTS ACT;**

**3. CALIFORNIA’S DISABLED  
PERSONS ACT;**

**4. CALIFORNIA HEALTH & SAFETY  
CODE;**

**5. NEGLIGENCE**

Plaintiff MISTER BAILEY (“Plaintiff”) complains of Defendants SWC  
ROXBURY, LLC; and DOES 1 to 10 (“Defendants”) and alleges as follows:

**PARTIES**

1. Plaintiff is a California resident with a physical disability. Plaintiff suffers  
from complete paraplegia due to a spinal cord injury and is substantially limited in his  
ability to walk. Plaintiff requires the use of a wheelchair at all times when traveling in  
public.

1           2.     Defendants are, or were at the time of the incident, the real property owners,  
2 business operators, lessors and/or lessees of the real property for a pharmacy  
3 (“Business”) located at or about 1399 S. Roxbury Dr., Los Angeles, California.

4           3.     The true names and capacities, whether individual, corporate, associate or  
5 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,  
6 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of  
7 Court to amend this Complaint when the true names and capacities have been  
8 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such  
9 fictitiously named Defendants are responsible in some manner, and therefore, liable to  
10 Plaintiff for the acts herein alleged.

11           4.     Plaintiff is informed and believes, and thereon alleges that, at all relevant  
12 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
13 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
14 the things alleged herein was acting with the knowledge and consent of the other  
15 Defendants and within the course and scope of such agency or employment relationship.

16           5.     Whenever and wherever reference is made in this Complaint to any act or  
17 failure to act by a defendant or Defendants, such allegations and references shall also be  
18 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
19 and severally.

### 20                                   **JURISDICTION AND VENUE**

21           6.     The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
22 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
23 *seq.*).

24           7.     Pursuant to pendant jurisdiction, attendant and related causes of action,  
25 arising from the same nucleus of operating facts, are also brought under California law,  
26 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,  
27 54, 54., 54.3 and 55.

28           8.     Plaintiff’s claims are authorized by 28 USC §§ 2201 and 2202.

1           9.     Venue is proper in this court pursuant to 28 USC §1391(b). The real  
2 property which is the subject of this action is located in this district, Los Angeles County,  
3 California, and that all actions complained of herein take place in this district.

4                                   **FACTUAL ALLEGATIONS**

5           10.    In or about February of 2024, Plaintiff went to the Business.

6           11.    The Business is a pharmacy business establishment, open to the public, and  
7 is a place of public accommodation that affects commerce through its operation.  
8 Defendants provide parking spaces for customers.

9           12.    While attempting to enter the Business during each visit, Plaintiff personally  
10 encountered a number of barriers that interfered with his ability to use and enjoy the  
11 goods, services, privileges, and accommodations offered at the Business.

12          13.    To the extent of Plaintiff's personal knowledge, the barriers at the Business  
13 included, but were not limited to, the following:

- 14               a.     Defendants failed to maintain the parking space designated for  
15                       persons with disabilities to comply with the federal and state  
16                       standards. Defendants failed to maintain the mark on the space with  
17                       the International Symbol of Accessibility, resulting in the paint  
18                       becoming severely deteriorated, hindering visibility.
- 19               b.     Defendants failed to maintain the parking space designated for  
20                       persons with disabilities to comply with the federal and state  
21                       standards. Defendants failed to maintain the blue borderlines, blue  
22                       hatched lines, and "NO PARKING" markings painted on the ground  
23                       as required, resulting in the markings becoming severely deteriorated,  
24                       hindering visibility.
- 25               c.     Defendants failed to comply with the federal and state standards for  
26                       the parking space designated for persons with disabilities. Defendants  
27                       failed to provide an access aisle with level surface slope, as there was  
28                       a permanent ramp installed on the accessible aisle.

1 d. Defendants failed to maintain the parking space designated for  
2 persons with disabilities to comply with the federal and state  
3 standards. Defendants failed to maintain the facility to be readily  
4 accessible, as there was a large support pillar constructed within the  
5 boundaries of the accessible aisle, severely obstructing and limiting  
6 access to and usability of the accessible aisle.

7 14. These barriers and conditions denied Plaintiff full and equal access to the  
8 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and  
9 patronize the Business; however, Plaintiff is deterred from visiting the Business because  
10 his knowledge of these violations prevents him from returning until the barriers are  
11 removed.

12 15. Based on the violations, Plaintiff alleges, on information and belief, that  
13 there are additional barriers to accessibility at the Business after further site inspection.  
14 Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-*  
15 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

16 16. In addition, Plaintiff alleges, on information and belief, that Defendants  
17 knew that particular barriers render the Business inaccessible, violate state and federal  
18 law, and interfere with access for the physically disabled.

19 17. At all relevant times, Defendants had and still have control and dominion  
20 over the conditions at this location and had and still have the financial resources to  
21 remove these barriers without much difficulty or expenses to make the Business  
22 accessible to the physically disabled in compliance with ADDAG and Title 24  
23 regulations. Defendants have not removed such barriers and have not modified the  
24 Business to conform to accessibility regulations.

25 **FIRST CAUSE OF ACTION**

26 **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

27 18. Plaintiff incorporates by reference each of the allegations in all prior  
28 paragraphs in this complaint.

1           19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual  
2 shall be discriminated against on the basis of disability in the full and equal enjoyment of  
3 the goods, services, facilities, privileges, advantages, or accommodations of any place of  
4 public accommodation by any person who owns, leases, or leases to, or operates a place  
5 of public accommodation. *See* 42 U.S.C. § 12182(a).

6           20. Discrimination, *inter alia*, includes:

- 7           a. A failure to make reasonable modification in policies, practices, or  
8 procedures, when such modifications are necessary to afford such  
9 goods, services, facilities, privileges, advantages, or accommodations  
10 to individuals with disabilities, unless the entity can demonstrate that  
11 making such modifications would fundamentally alter the nature of  
12 such goods, services, facilities, privileges, advantages, or  
13 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 14           b. A failure to take such steps as may be necessary to ensure that no  
15 individual with a disability is excluded, denied services, segregated or  
16 otherwise treated differently than other individuals because of the  
17 absence of auxiliary aids and services, unless the entity can  
18 demonstrate that taking such steps would fundamentally alter the  
19 nature of the good, service, facility, privilege, advantage, or  
20 accommodation being offered or would result in an undue burden. 42  
21 U.S.C. § 12182(b)(2)(A)(iii).
- 22           c. A failure to remove architectural barriers, and communication barriers  
23 that are structural in nature, in existing facilities, and transportation  
24 barriers in existing vehicles and rail passenger cars used by an  
25 establishment for transporting individuals (not including barriers that  
26 can only be removed through the retrofitting of vehicles or rail  
27 passenger cars by the installation of a hydraulic or other lift), where  
28 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be a van accessible parking space. 2010 ADA Standards § 208.2.4.

22. For the parking spaces, access aisles shall be marked with a blue painted borderline around their perimeter. The area within the blue borderlines shall be marked with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall be painted on the surface within each access aisle in white letters a minimum of 12 inches (305 mm) in height and located to be visible from the adjacent vehicular way. CBC § 11B-502.3.3.

23. Here, Defendants failed to provide a proper access aisle as the “NO PARKING” markings, blue borderlines, or blue hatched lines painted on the parking surface were poorly maintained, resulting in the markings becoming severely deteriorated, hindering visibility.

1           24. The surface of each accessible car and van space shall have surface  
2 identification complying with either of the following options: The outline of a profile  
3 view of a wheelchair with occupant in white on a blue background a minimum 36” wide  
4 by 36” high (914 mm x 914 mm). The centerline of the profile view shall be a maximum  
5 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the  
6 length of the parking space and its lower side or corner aligned with the end of the  
7 parking space length or by outlining or painting the parking space in blue and outlining  
8 on the ground in white or a suitable contrasting color a profile view of a wheel chair with  
9 occupant. See CBC § 11B-502.6.4, et seq.

10           25. Here, Defendants failed to maintain the International Symbol of  
11 Accessibility painted on the surface as required, resulting in the markings becoming  
12 severely deteriorated, hindering visibility.

13           26. Under the 1991 Standards, parking spaces and access aisles must be level  
14 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.  
15 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles  
16 shall be part of an accessible route to the building or facility entrance and shall comply  
17 with 4.3. Two accessible parking spaces may share a common access aisle. Parked  
18 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces  
19 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all  
20 directions. 1991 Standards § 4.6.3.

21           27. Here, the access aisle is not level with the parking spaces, as there was a  
22 permanent ramp installed on the accessible aisle. Under the 2010 Standards, access aisles  
23 shall be at the same level as the parking spaces they serve. Changes in level are not  
24 permitted. 2010 Standards § 502.4. “Access aisles are required to be nearly level in all  
25 directions to provide a surface for transfer to and from vehicles.” 2010 Standards § 502.4  
26 Advisory. Id. No more than a 1:48 slope is permitted.

27           28. At least one accessible route shall connect accessible building, facilities,  
28 elements, and spaces that are on the same site. 1991 ADA Standards § 4.3.2. A public



1 accommodation shall maintain in operable working condition those features of facilities  
2 and equipment that are required to be readily accessible to and usable by persons with  
3 disabilities by the Act or this part. 28 C.F.R. 35.211(a).

4 29. Here, Defendants failed to provide a facility that remains readily accessible,  
5 as there was a permanent support pillar constructed within the boundaries of the  
6 accessible aisle, severely obstructing and limiting access to and usability of the accessible  
7 aisle.

8 30. A public accommodation shall maintain in operable working condition those  
9 features of facilities and equipment that are required to be readily accessible to and usable  
10 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

11 31. By failing to maintain the facility to be readily accessible and usable by  
12 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related  
13 regulations.

14 32. The Business has denied and continues to deny full and equal access to  
15 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
16 discriminated against due to the lack of accessible facilities, and therefore, seeks  
17 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
18 by individuals with disabilities.

## 19 **SECOND CAUSE OF ACTION**

### 20 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

21 33. Plaintiff incorporates by reference each of the allegations in all prior  
22 paragraphs in this complaint.

23 34. California Civil Code § 51 states, "All persons within the jurisdiction of this  
24 state are free and equal, and no matter what their sex, race, color, religion, ancestry,  
25 national origin, disability, medical condition, genetic information, marital status, sexual  
26 orientation, citizenship, primary language, or immigration status are entitled to the full  
27 and equal accommodations, advantages, facilities, privileges, or services in all business  
28 establishments of every kind whatsoever."



1           35. California Civil Code § 52 states, “Whoever denies, aids or incites a denial,  
2 or make any discrimination or distinction contrary to Section 51, 515, or 51.6, is liable  
3 for each and every offense for the actual damages, and any amount that may be  
4 determined by a jury, or a court sitting without a jury, up to a maximum of three times the  
5 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any  
6 attorney’s fees that may be determined by the court in addition thereto, suffered by any  
7 person denied the rights provided in Section 51, 51.5, or 51.6.

8           36. California Civil Code § 51(f) specifies, “a violation of the right of any  
9 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)  
10 shall also constitute a violation of this section.”

11           37. The actions and omissions of Defendants alleged herein constitute a denial  
12 of full and equal accommodation, advantages, facilities, privileges, or services by  
13 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.  
14 Defendants have discriminated against Plaintiff in violation of California Civil Code §§  
15 51 and 52.

16           38. The violations of the Unruh Civil Rights Act caused Plaintiff to experience  
17 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory  
18 damages as specified in California Civil Code §55.56(a)-(c).

### 19                                   **THIRD CAUSE OF ACTION**

#### 20                   **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

21           39. Plaintiff incorporates by reference each of the allegations in all prior  
22 paragraphs in this complaint.

23           40. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be  
24 entitled to full and equal access, as other members of the general public, to  
25 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,  
26 and physicians’ offices, and privileges of all common carriers, airplanes, motor vehicles,  
27 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
28 of transportation (whether private, public, franchised, licensed, contracted, or otherwise

provided), telephone facilities, adoption agencies, private schools, hotels, loading places, places of public accommodations, amusement, or resort, and other places in which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

41. California Civil Code § 54.3(a) states, “Any person or persons, firm or corporation who denies or interferes with admittance to or enjoyment of public facilities as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for the actual damages, and any amount as may be determined by a jury, or a court sitting without a jury, up to a maximum of three times the amount of actual damages but in no case less than one thousand dollars (\$1,000) and any attorney’s fees that may be determined by the court in addition thereto, suffered by any person denied the rights provided in Section 54, 54.1, and 54.2.

42. California Civil Code § 54(d) specifies, “a violation of the right of an individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also constitute a violation of this section, and nothing in this section shall be construed to limit the access of any person in violation of that act.

43. The actions and omissions of Defendants alleged herein constitute a denial of full and equal accommodation, advantages, and facilities by physically disabled persons within the meaning of California Civil Code § 54. Defendants have discriminated against Plaintiff in violation of California Civil Code § 54.

44. The violations of the California Disabled Persons Act caused Plaintiff to experience difficulty, discomfort, and embarrassment. The Defendants are also liable for statutory damages as specified in California Civil Code §55.56(a)-(c).

#### **FOURTH CAUSE OF ACTION**

#### **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

45. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

1           46. Plaintiff and other similar physically disabled persons who require the use of  
2 a wheelchair are unable to use public facilities on a “full and equal” basis unless each  
3 such facility is in compliance with the provisions of California Health & Safety Code §  
4 19955 et seq. Plaintiff is a member of the public whose rights are protected by the  
5 provisions of California Health & Safety Code § 19955 et seq.

6           47. The purpose of California Health & Safety Code § 1995 et seq. is to ensure  
7 that public accommodations or facilities constructed in this state with private funds  
8 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of  
9 Title 1 of the Government Code. The code relating to such public accommodations also  
10 require that “when sanitary facilities are made available for the public, clients, or  
11 employees in these stations, centers, or buildings, they shall be made available for  
12 persons with disabilities.

13           48. Title II of the ADA holds as a “general rule” that no individual shall be  
14 discriminated against on the basis of disability in the full and equal enjoyment of goods  
15 (or use), services, facilities, privileges, and accommodations offered by any person who  
16 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).  
17 Further, each and every violation of the ADA also constitutes a separate and distinct  
18 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an  
19 award of damages and injunctive relief pursuant to California law, including but not  
20 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

## 21           **FIFTH CAUSE OF ACTION**

### 22           **NEGLIGENCE**

23           49. Plaintiff incorporates by reference each of the allegations in all prior  
24 paragraphs in this complaint.

25           50. Defendants have a general duty and a duty under the ADA, Unruh Civil  
26 Rights Act and California Disabled Persons Act to provide safe and accessible facilities  
27 to the Plaintiff.  
28

1           51. Defendants breached their duty of care by violating the provisions of ADA,  
2 Unruh Civil Rights Act and California Disabled Persons Act.

3           52. As a direct and proximate result of Defendants' negligent conduct, Plaintiff  
4 has suffered damages.

5                                   **PRAYER FOR RELIEF**

6           WHEREFORE, Plaintiff respectfully prays for relief and judgment against  
7 Defendants as follows:

8           1. For preliminary and permanent injunction directing Defendants to comply  
9 with the Americans with Disability Act and the Unruh Civil Rights Act;

10          2. Award of all appropriate damages, including but not limited to statutory  
11 damages, general damages and treble damages in amounts, according to proof;

12          3. Award of all reasonable restitution for Defendants' unfair competition  
13 practices;

14          4. Reasonable attorney's fees, litigation expenses, and costs of suit in this  
15 action;

16          5. Prejudgment interest pursuant to California Civil Code § 3291; and

17          6. Such other and further relief as the Court deems just and proper.

18                                   **DEMAND FOR TRIAL BY JURY**

19          Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby  
20 demands a trial by jury on all issues so triable.

21  
22 Dated: May 17, 2024

SO. CAL. EQUAL ACCESS GROUP

23  
24  
25 By: /s/ Jason J. Kim  
26 Jason J. Kim, Esq.  
27 Attorneys for Plaintiff  
28